

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Robert Joyce Art Unit: 3629
Serial No.: 10/687,956 Confirmation No.: 9862
Filed: October 17, 2003 Examiner: Riviere, Heidi M.
For: METHOD AND SYSTEM TO
PROVIDE EXPERT SUPPORT
WITH A CUSTOMER
INTERACTION SYSTEM

Attorney
Docket No.: 0600-96759

AMENDMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

In response to the Office Action mailed on February 21, 2008, applicant requests that this application be amended as follows: